# CBMS EXECUTIVE STEERING COMMITTEE

## EXECUTIVE SUMMARY NARRATIVE

**CBMS Priorities:**
State CBMS staff has determined five key priorities which will provide direction for CBMS activities and improve communication across departments and with Counties.

Priority 1: Strategic visioning sessions
All data from the visioning sessions has been compiled and reviewed.  The expectation is that the ESC will provide input prior to finalization.

Priority 2: Staffing
The state has heard counties' concerns about CBMS and recognizes that they need to increase capacity by adding additional positions dedicated to CBMS.  Many of these positions have been posted and some have already been filled.  They have also posted for a "Head of Product" position to help provide oversight for the CBMS system.

Priority 3: Process and governance structure
State and County representatives have reviewed the Work Plan Subcommittee, User IPT and PEAK User group charters.  The ESC draft charter and MOU have also been created and reviewed by ESC members and will be voted on September 19th.

Priority 4: CBMS realignment agreement
The realignment involves the Office of Information Technology reviewing and defining state CBMS roles and updating the state agency agreement.

Priority 5: Re-procurement

The re-procurement is in the planning phase.  The due date for the plan is February 2025.  The state requested a sole source extension to the current contract with Deloitte through FY2029.  The new contract is set to be effective July 1, 2029.

~~**CBMS/PEAK System Development Life Cycle:**~~
~~CBMS requires consistent system updates to address issues, onboard new projects and align with program policy changes.  Timelines for projects can run between 16 and 32 weeks from the idea or policy change to being fully realized in production.  Counties are not always included early on in a project life cycle.  Most of the decisions and approvals are taking place at the program area level and not sent to ESC for approval until much further into the development process.  In addition to system changes, builds can include issues identified in helpdesk tickets.  The backlog of helpdesk tickets is regularly reviewed by program staff and Deloitte to determine the prioritization for inclusion in upcoming builds.  This process does not include county input.  There are occasions when there is an urgent request to address a system glitch or a compliance issue.  These off cycle releases follow the same life cycle but with a shortened schedule.  Historically, counties have been involved in testing new builds, however that involvement has decreased over time.  The state and counties are discussing a change in the testing to ensure counties are again included in the testing process before the build release goes into production.  Because the development life cycle is complex, time consuming and often lacking in county participation, the entire process will be reviewed in a future process improvement project, with input from the ESC, in an effort to update and streamline the process.~~

**Other Updates:**
Counties are still experiencing system slowness.  In July, CBMS conducted an initial round of visits to some counties in an effort to address the issue.  Counties reported still experiencing slowness even after the fixes were implemented.  CBMS, along with Deloitte, scheduled a second round of visits to troubleshoot the issue via a live command center.  System slowness along with system errors were identified and additional fixes were implemented.  CBMS and Deloitte will continue to monitor the situation.

The ESC is working to standardize language used to categorize system outage impacts into low, medium, and high impact as well as complete system outages.  This effort is required to create consistency in reporting system outages, allowing for trend analysis to determine the true extent and impact of these outages.